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PTO/SB/05 (08-00)

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Patent and Trademark Office: U.S. DEPARTMENT OF COMMERCE

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**UTILITY  
PATENT APPLICATION  
TRANSMITTAL**

Only for new nonprovisional applications under 37 C.F.R. § 1.53(b)

Attorney Docket No. 6065-82965

First Inventor Craig R. SHAMBAUGH et al

Title Method of Optimizing Call Center Resources Based Upon Statistics

Express Mail Label No. EL854693015US

**APPLICATION ELEMENTS**

See MPEP chapter 600 concerning utility patent application contents

**ADDRESS TO:**

Assistant Commissioner for Patents  
Box Patent Application  
Washington, DC 20231

1. ☒ \*Fee Transmittal Form (e.g. PTO/SB/17)  
(Submit an original and a duplicate for fee processing)

2. ☐ Applicant claims small entity status.  
See 37 CFR 1.27.

3. ☒ Specification Total Pages 24  
(preferred arrangement set forth below)  
- Descriptive title of the Invention  
- Cross Reference to Related Applications  
- Statement Regarding Fed sponsored R & D  
- Reference to sequence listing, a table,  
or a computer program listing appendix  
- Background of the Invention  
- Brief Summary of the Invention  
- Brief Description of the Drawings (if filed)  
- Detailed Description  
- Claim(s)  
- Abstract of the Disclosure

4. ☒ Drawing(s) (35 U.S.C. 113) Total Sheets 5

5. ☐ Oath or Declaration Total Pages 5

☒ Newly executed (original or copy)

☐ Copy from a prior application (37 CFR 1.63(d))  
(for continuation/divisional with Box 17 completed)

i. ☐ **DELETION OF INVENTOR(S)**  
Signed statement attached deleting inventor(s)  
named in the prior application, see 37 C.F.R.  
1.63(d)(2) and 1.33(b).

6. ☒ Application Data Sheet. See 37 CFR 1.76

7. ☐ CD-ROM or CD-R in duplicate, large table or  
Computer Program (Appendix)  
8. Nucleotide and/or Amino Acid Sequence Submission  
(if applicable, all necessary)  
a. ☐ Computer Readable Form (CRF)  
b. Specification Sequence Listing on:  
i. ☐ CD-ROM or CD-R (2 copies); or  
ii. ☐ paper  
c. ☐ Statements verifying identity of above copies

**ACCOMPANYING APPLICATION PARTS**

9. ☒ Assignment Papers (cover sheet & document(s))  
10. ☐ 37. C.F.R. § 3.73(b) Statement ☒ Power of Attorney  
(when there is an assignee)  
11. ☐ English Translation Document (if applicable)  
12. ☐ Information Disclosure ☐ Copies of IDS  
Statement (IDS) PTO-1449 Citations  
13. ☐ Preliminary Amendment  
14. ☒ Return Receipt Postcard (MPEP 503)  
(Should be specifically itemized)  
15. ☐ Certified Copy of Priority Document(s)  
(if foreign priority is claimed)  
16. ☐ Other \_\_\_\_\_

17. If a **CONTINUING APPLICATION**, check appropriate box, and supply the requisite information below and in a preliminary amendment,  
or in an Application Data Sheet under 37 CFR 1.76:

☐ Continuation ☐ Divisional ☐ Continuation-In-Part (CIP) Of prior application No.: \_\_\_\_\_

Prior application information: Examiner \_\_\_\_\_ Group/Art Unit: \_\_\_\_\_

**FOR CONTINUATION OR DIVISIONAL APPS only:** The entire disclosure of the prior application, from which an oath or declaration is supplied under  
Box 5b, is considered a part of the disclosure of the accompanying continuation or divisional application and is hereby incorporated by reference.  
The incorporation can only be relied upon when a portion has been inadvertently omitted from the submitted application parts.

**18. CORRESPONDENCE ADDRESS**

☐ Customer Number or Bar Code Label (Insert Customer No. or Attach bard code label here) or ☒ Correspondence address below

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Name Print/Type Jon P. Christensen

Registration No. (Attorney/Agent)

34,137

Signature 

Date

November 6, 2001

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Date of Deposit: November 6, 2001

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Fred Franks

Typed or Printed Name of Person Mailing Paper of Fee

  
Signature of Person Mailing Paper or Fee

<h1 style="margin: 0;">FEE TRANSMITTAL</h1> <h2 style="margin: 0;">for FY 2001</h2> <p style="margin: 5px 0;"><i>Patent fees are subject to annual revision.</i></p>	<b>Complete if Known</b>												
<b>TOTAL AMOUNT OF PAYMENT</b> (\$ ) 978.00	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td>Application Number</td><td></td></tr> <tr><td>Filing Date</td><td>concurrently herewith</td></tr> <tr><td>First Named Inventor</td><td>Craig R. SHAMBAUGH et al</td></tr> <tr><td>Examiner Name</td><td></td></tr> <tr><td>Group/Art Unit</td><td></td></tr> <tr><td>Attorney Docket Number</td><td>6065-82965</td></tr> </table>	Application Number		Filing Date	concurrently herewith	First Named Inventor	Craig R. SHAMBAUGH et al	Examiner Name		Group/Art Unit		Attorney Docket Number	6065-82965
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METHOD OF PAYMENT (check one)	FEE CALCULATION (continued)																																																																																																																																																																																				
<p>1. <input checked="" type="checkbox"/> The Commissioner is hereby authorized to charge indicated fees and credit any over payments to:</p> <div style="border: 1px solid black; padding: 5px; margin: 5px 0;">                 Deposit Account Number: 03-2470                  Deposit Account Name: Rockwell Corporation             </div> <p><input checked="" type="checkbox"/> Charge any Additional Fee Required Under 37 CFR. 1.16 and 1.17</p> <p>2. <input type="checkbox"/> Payment Enclosed:  <input type="checkbox"/> Check   <input type="checkbox"/> Credit   <input type="checkbox"/> Money   <input type="checkbox"/> Other                                      Card                      Order</p>	<h3>3. 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SUBMITTED BY		Complete (if applicable)	
Name (Print/type)	Jon P. Christensen	Registration No. (Attorney/Agent)	34,137
Signature		Telephone	312-655-1500
		Date	November 6, 2001